

NRRS Campground Reservation Service Agent Script

Bold / Italic – Scripted Phrases
BOLD / ITALIC / CAPITALS – VERBATIM AREAS

CALL OPENING

Thank you for calling the National Recreation Reservation Service this is (name). Will you be making a reservation today?

NEW RESERVATION

SCREEN 1: STATE, CAMPGROUND, ARRIVAL AND DEPARTURE DATE INFO

In which state is the campground located?

What campground would you like to visit?

If the customer asks you to CLARIFY the reservation cut-off window:
THE RESERVATION CUT-OFF WINDOW IS THE NUMBER OF DAYS IN ADVANCE OF YOUR ARRIVAL DATE THAT WE NEED TO MAKE A RESERVATION.

What date would you like to arrive?

If your customer is requesting a reservation INSIDE THE CUT-OFF WINDOW....
(Determined from the campground alerts or contract policies)

I 'm sorry. The DATES YOU'VE REQUESTED ARE INSIDE THE CAMPGROUND'S RESERVATION CUT-OFF WINDOW. THE CUT-OFF WINDOW FOR THIS CAMPGROUND IS (DAYS) PRIOR TO ARRIVAL. I can check for availability arriving on (today's date plus # of cut-off window days) if you would like.
<Or> Would you like to try some different dates?

If the customer asks for more information:

Inside the cut-off window, SITES MAY BE AVAILABLE ON A FIRST COME, FIRST SERVE BASIS. The best option is to go to the campground and see what is available when you get there. Sales opportunity for future dates.

If the customer says that the campground told them to CALL US:

There must have been some miscommunication. We cannot make a reservation inside the reservation cut-off window

If the customer asks about a PHONE NUMBER:

(DO NOT VOLLENTTEER A PHONE NUMBER!)

Let me check to see if one is available...The number provided is (number). <Or> I'm sorry that campground has not provided a phone number.

If customer has question about SITE AVAILABILITY within the window:

I'm sorry, I don't have any additional availability information.
(Sales opportunity for future dates)

What date would you like to depart?

I have you ARRIVING AT (Campground) in the State of (State) on (ARRIVAL DAY/DATE) and DEPARTING ON (departure DAY/DATE). Is this correct?

Will you be paying with VISA or MASTERCARD?

Other payment options: DISC / AMEX / Money Order / Certified funds
Travelers checks / Government and school district checks

We do not accept personal checks.

IF SENDING CHECK:

We must receive your payment within 10 days, or your reservation will be canceled, and any future reservations you make must be paid by credit card. We DO NOT accept PERSONAL CHECKS.

Cert. Check/Money order payments can only be made for reservations arriving 20 days or more from the current date.

SCREEN 2: SITE TYPE SELECTION AND VERIFICATION

Do you have a particular site(s) in mind?

IF NO:

*Will you be camping in a tent or trailer? What size is your trailer?
Would you prefer electric, water or sewer hook-ups?*

AVAILABILITY AND SITE VERIFICATION:

***SITE NUMBER (number) is available. It is a (SITE TYPE) located in the (CAMPGROUND AREA) on (CAMPGROUND LOOP). This site allows a MAXIMUM of (# PEOPLE) and (# VEHICLES). The MAXIMUM VEHICLE LENGTH IS (MAX VEHICLE LENGTH).
Would you like to reserve it?***

USE "A" as in Apple, "B" as in Boy, "C" as in Cat, etc., TO CLARIFY ANY
SITE/LOOP/AREA CONTAINING A LETTER

SITE NOT AVAILABLE:

That site is not available to reserve how about site (number)?

NO AVAILABILITY:

***There are no RESERVABLE SITES AVAILABLE FOR THOSE DATES. May I
CHECK OTHER DATES or a DIFFERENT CAMPGROUND?***

If the customer asks for more information....

***SITES MAY BE AVAILABLE ON A FIRST COME, FIRST SERVE BASIS. The
best option is to go to the campground and see what is available when you
get there. Sales opportunity for future dates.***

IF NO:

***Our Web site is available for information and reservations at
reserveUSA.com. My name is (First Name), thank you for calling.***

SCREEN 3: CUSTOMER INFORMATION AND VERIFICATION

May I have your home phone number beginning with the area code please?

IF CUSTOMER IS ALREADY IN THE SYSTEM:

The reservation is for (customer name)?

Do you have a Golden Age or Golden Access Passport?

IF YES:

The reservation must be in the name of the passport holder. You must bring your Passport and an ID with you to the campground to verify your discount.

May I have your mailing address for verification?

Customer must verify all information.

VERIFY, CHECK AND CORRECT SPELLING IF NEEDED

IF AN E-MAIL ADDRESS EXISTS:

And your E-MAIL ADDRESS?

VERIFY THAT THE ADDRESS ENTERED IS ACCURATE LETTER BY LETTER

Let me READ THAT BACK TO YOU. ____ @ (At) ____ . (Dot) ____

IF NO E-MAIL ADDRESS IS IN THE SYSTEM:

***WE WOULD LIKE TO E-MAIL YOUR CONFIRMATION LETTER.
WHAT IS YOUR E-MAIL ADDRESS?***

IF ONE IS GIVEN, VERIFY ADDRESS COMPLETELY

VERIFY THAT THE ADDRESS ENTERED IS ACCURATE LETTER BY LETTER

Let me READ THAT BACK TO YOU. ____ @ (At) ____ . (Dot) ____

CONFIRMATION LETTER INFORMATION

CONFIRMATION LETTERS ARE SENT WHEN PAYMENT IS RECEIVED.

If e-mail... ***Within 48 HOURS FOR E-MAIL***

If Fax... ***Within 48 HOURS FOR FAX***

If by mail... ***Within 7 – 10 DAYS FOR POSTAL DELIVERY***

***WE WILL SEND YOU A CONFIRMATION LETTER IF YOUR ARRIVAL DATE
IS MORE THAN 14 DAYS AWAY.***

IF CUSTOMER IS NOT IN THE SYSTEM:

Do you have a Golden Age or Golden Access Passport?

IF YES:

The reservation must be in the name of the passport holder. You must bring your Passport and an ID with you to the campground to verify your discount.

Is there a work number?

VERIFY THAT THE NUMBER YOU ARE ENTERING IS ACCURATE

E-MAIL VERIFICATION

WE WOULD LIKE TO E-MAIL YOUR CONFIRMATION LETTER.

WHAT IS YOUR E-MAIL ADDRESS? (Selling tactics: best method, fastest, most efficient)

IF E-MAIL IS GIVEN, VERIFY ADDRESS COMPLETELY

VERIFY THAT THE ADDRESS YOU ARE ENTERING IS ACCURATE LETTER BY LETTER

Let me READ THAT BACK TO YOU. _____ @ (At) _____. (Dot) _____

IF NO E-MAIL

Do you have a fax number?

VERIFY THAT THE NUMBER YOU ARE ENTERING IS ACCURATE

IF YES: We will Fax your confirmation letter.

IF NO: We will mail your confirmation letter.

CONFIRMATION LETTER INFORMATION

CONFIRMATION LETTERS ARE SENT WHEN PAYMENT IS RECEIVED.

If e-mail... ***Within 48 HOURS FOR E-MAIL***

If Fax... ***Within 48 HOURS FOR FAX***

If by mail... ***Within 7 – 10 DAYS FOR POSTAL DELIVERY***

WE WILL SEND YOU A CONFIRMATION LETTER IF YOUR ARRIVAL DATE IS MORE THAN 14 DAYS AWAY.

May I have the first name for the reservation? The last name?

VERIFY THAT THE SPELLING OF THE NAME YOU ARE ENTERING IS ACCURATE

The ZIP Code? Do you know the additional last 4 digits of your Zip code (the Zip + 4)?

(Exp. Enter 12020-2005) This will bring up the name of their street

That is (CITY, STATE) and you live on (STREET NAME)?

VERIFY THAT THE CITY / STATE / STREET NAME ARE CORRECT

What is the (street) number?

VERIFY THAT THE NUMBER YOU ARE ENTERING IS ACCURATE

SCREEN 4: ADDITIONAL RESERVATION INFORMATION

HOW MANY PEOPLE will be staying on the site?

How many VEHICLES?

Will you be camping in a TENT OR TRAILER?

IF TRAILER:

What type of (RV, Pop – up, Motorhome, Trailer)

And WHAT IS THE LENGTH?

Will you be bringing any PETS?

IF DISCOUNT:

You said you have a Discount pass?

The Passport holder MUST occupy the site in which the discount is applied.

The TOTAL FEES for your site are (total).

IF RESERVATION FEE APPEARS:

That includes A NON-REFUNDABLE RESERVATION FEE OF \$8.65

CANCELLATION POLICY

IF FAMILY CAMPSITE:

At this time I am required to tell you about our cancellation policy. Once this phone call is over, there is a \$10.00 fee to cancel. Cancellations made within 3 days of your arrival date will also be charged the first night's use fee. Your site will be held until checkout time the day after your arrival. If by then you do not arrive, you will be charged the first nights use fee as well as a \$20 no-show fee. You may change your site or dates within the same campground for a \$10.00 service fee. Cancellation and service fees apply to each site reserved.

IF GROUP FACILITIES OVERNIGHT:

At this time I am required to tell you about our cancellation policy. Once this phone call is over, there is a \$10.00 fee to cancel. Cancellations made within 14 days of your arrival date, will also be charged the first nights use fee. Your site will be held until checkout time the day after your arrival. If by then you do not arrive, you will be charged the first nights use fee as well as a \$20 no-show fee. You may change your site or dates within the same campground for a \$10 service fee. Cancellation and service fees apply to each site reserved.

IF DAY-USE GROUP FACILITIES:

At this time I am required to tell you about our cancellation policy. Once this phone call is over, there is a \$10.00 fee to cancel. No refunds will be given for cancellations made within 14 days of your arrival date. Cancellation and service fees apply to each site reserved.

IF ALASKA CABIN:

At this time I am required to tell you about our cancellation policy. Once this phone call is over, there is a \$10.00 fee to cancel. Cancellations made within 14 days of your arrival date will also be charged the first nights use fee. No refunds will be given after the date of arrival. Cancellation and service fees apply to each cabin reserved.

Would you like to make any more reservations with us today?

IF NO:

May I have your first name as a reference for this call?

SCREEN 5: PAYMENT

IF PAYING BY CREDIT CARD:

You said you are paying with a (Card Type)?

We are charging (Total) to your card today.

May I have your card number?

What is the expiration date?

What is the name as it appears on the card?

SCREEN 6: FINAL FULL RESERVATION VERIFICATION

*I would like to verify your reservation and give you some important information.
Are you ready to write this down?*

PAYING BY CREDIT CARD:

The charge will appear on the statement as ReserveUSA.

SENDING CHECK/MONO:

Please make your payment out to NRRS.

Mail it to: NRRS PO BOX 281470, Atlanta GA 30384-1470

*Your reservation is for (CAMPGROUND) in the State of (STATE) ARRIVING ON (DAY/DATE)
and DEPARTING ON (DAY/DATE) in SITE (SITE NUMBER) which is in the (CAMPGROUND
AREA) in the (CAMPGROUND LOOP) and is a (SITE TYPE) site.
Is this correct?*

Check-In Time is (Check in). Check-Out Time is (Check out).

Your RESERVATION NUMBER is (1 – dash...number)

*You need to keep this number and take it with you to the campground
as confirmation of your reservation.*

IF PAYING BY CERT FUNDS OR MONO:

***Your check payment MUST have your reservation number written on
it as (1 – dash #) to assure proper credit.***

CALL CLOSING

This completes your reservation. Would you like to make any more reservations today?

IF NO:

*Our Web site is available for information and reservations at
reserveUSA.com. My name is (name), thank you for calling.*

TRANSFER

There is a fee of \$10.00 to change your reservation. Would you like to continue?

May I have your reservation number?

What is the name and phone number on the reservation? Customer must verify

Your existing reservation is for (CAMPGROUND) in (STATE) ARRIVING ON (Day/Date) and DEPARTING ON (Day/Date) in SITE NUMBER (Site Number). Is this correct?

IF CHANGING CAMPGROUNDS

Changing campgrounds is considered a cancellation and you will be charged a \$10.00 cancellation fee. Would you like to cancel this reservation?

IF YES: Go to cancellation

IF CHANGING DATES:

If today's date is within the campground's minimum "Window" for the arrival date on the customer's reservation, any transfers must be made at the Park. The CRT will not process Transfers within the campgrounds minimum arrival "Window"...If not...

What date would you like to arrive? <OR> Would you like to keep the same dates?

What date would you like to depart?

I have you in (Campground) in (State) arriving on (arrival DAY/DATE) and departing on (DAY/DATE), is this correct?

If there is a balance will you be paying with VISA or MASTERCARD?

IF SENDING CHECK/MONO:

We must receive your check within 10 days from today or your reservation will be canceled.

IF WITHIN THE ALLOWED TIME TO SEND CHECK:

Your arrival date is within the next 20 days. You must use a credit card to change your reservation.

A. SITE TYPE SELECTION AND VERIFICATION

What site would you like? <OR> Would you like to stay on the same site?

AVAILABILITY:

Site number (number) is available. It is a (Site Type) located in the (Campground Area) on (Campground Loop). This site allows a maximum of (# People) and (# Vehicles). The maximum vehicle length is (Max Vehicle Length). Would you like to reserve it?

USE "A" as in Apple, "B" as in Boy, "C" as in Cat, etc., WHEN NEEDED.

SITE NOT AVAILABLE:

That site is not available, how about site (number)?

NO AVAILABILITY:

There are no RESERVEABLE sites available for these dates, may I check other dates?

If the customer asks for more information:

SITES MAY BE AVAILABLE ON A FIRST COME, FIRST SERVE BASIS. The best option is to go to the campground and see what is available when you get there. Sales opportunity for future dates.

IF NO:

Would you like to cancel this reservation?

IF YES: Go to cancellation

IF NO:

Our Web site is available for information and reservations at reserveUSA.com. My name is (First Name), thank you for calling.

B. RESERVATION INFORMATION

Will the number of people and vehicles remain the same for this site?

(If the site type has changed, the site requirements may be different)

IF NO:

HOW MANY PEOPLE will be staying on the site?

How many VEHICLES?

Will you be camping in a TENT OR TRAILER?

IF TRAILER:

What type of (RV, Pop – up, Motorhome, Trailer)

And WHAT IS THE LENGTH?

Will you be bringing any PETS?

The TOTAL FEES for this site are (total). Your balance due is (balance due).

C. PAYMENT

IF THERE IS A BALANCE:

You said you are paying with a (Pymt Type)?

We will be charging (Total) to your card today?

May I have your card number?

What is the expiration date?

What is the name as appears on the card?

IF THERE IS NO BALANCE: (And the customer is due a refund)

We will process a refund of (Total) on your credit card within 2 days.

Pause for 3 seconds. If the customer says nothing...GO TO CLOSE

Read only if the customer asks about money order refunds:

IF YOU PAID FOR YOUR RESERVATION WITH A CERTIFIED CHECK OR MONEY ORDER, OUR SYSTEM WILL CREATE A VOUCHER THAT YOU CAN USE FOR YOUR NEXT RESERVATION. THE VOUCHER WILL REMAIN EFFECTIVE FOR 1 YEAR FROM TODAY, AFTER WHICH TIME, IF YOU HAVE NOT USED YOUR VOUCHER, WE WILL SEND YOU A CHECK FOR THE FULL AMOUNT DUE. YOUR VOUCHER CAN ONLY BE USED FOR A RESERVATION WITH YOUR CUSTOMER ID NUMBER. ARE YOU READY TO WRITE THIS NUMBER DOWN?

Your Customer ID number is (give customer ID number). PLEASE GIVE THIS NUMBER TO THE AGENT WHEN MAKING YOUR NEXT RESERVATION SO THAT YOUR VOUCHER MAY BE APPLIED.

ONLY if your customer requests an immediate refund...

If you would like, I can put in a special request for an early refund.

Put a Comment on their reservation and briefly explain the customer's request.

You should receive your refund in 6 to 8 weeks.

D: FINAL RESERVATION TRANSFER VERIFICATION

*I would like to verify your reservation and give you some important information.
Are you ready to write this down?*

PAYING BY CREDIT CARD:

The charge will appear on the statement as ReserveUSA.

SENDING CHECK/MONO:

Please make your payment out to NRRS.

Mail it to: NRRS PO BOX 281470, Atlanta GA 30384-1470

Your reservation is for (CAMPGROUND) in the State of (STATE) ARRIVING ON (DAY/DATE) and DEPARTING ON (DAY/DATE) in SITE (SITE NUMBER) which is in the (CAMPGROUND AREA) in the (CAMPGROUND LOOP) and is a (SITE TYPE) site. Is this correct?

Check-In Time is (Check in). Check-Out Time is (Check out).

Your RESERVATION NUMBER is (number)

You need to keep this number and take it with you to the campground as Confirmation of your reservation.

IF PAYING BY CHECK:

*Your check payment **MUST** have your reservation number written on it to assure proper credit.*

Would you like to make any new reservations today?

IF NO:

Our Web site is available for information and reservations at reserveUSA.com. My name is (First Name), thank you for calling.

CANCELLATION

May I have your reservation number?

What is the name and phone number on the reservation? (Customer verifies)

Customers who made their reservation prior to June 13th will be charged according to the NEW cancellation policy. If your customer claims they were read the old cancellation policy, raise your hand and ask for permission to transfer them to customer service (or give them the CS phone number) so that they can calculate the old policy fees.

IF FAMILY CAMPSITE:

If the cancellation date (today's date) is 3 days or more prior to the arrival date:

There will be a \$10.00 fee to cancel your reservation.

If it is within 3 days:

There will be a \$10.00 fee to cancel your reservation.

You will also be charged the first nights use fee.

If today's date is after checkout time the day after arrival:

There will be a \$20.00 fee to cancel your reservation.

You will also be charged the first nights use fee.

IF GROUP OVERNIGHT SITE:

If the cancellation date (today's date) is 14 days or more prior to the arrival date:

There will be a \$10.00 fee to cancel your reservation.

If it is within 14 days:

There will be a \$10.00 fee to cancel your reservation.

You will also be charged the first nights use fee.

If today's date is after checkout time the day after arrival:

There will be a \$20.00 fee to cancel your reservation.

You will also be charged the first nights use fee.

IF DAY USE SITE:

If the cancellation date (today's date) is 14 days or more prior to the arrival date:

There will be a \$10.00 fee to cancel your reservation

If it is within 14 days:

I'm sorry but you will not be receiving a refund.

IF ALASKA CABIN:

If the cancellation date (today's date) is 14 days or more prior to the arrival date:

There will be a \$10.00 fee to cancel your reservation.

If it is within 14 days:

There will be a \$10.00 fee to cancel your reservation

You will also be charged the first nights use fee.

If today's date is the day of arrival or after:

I'm sorry but you will not be receiving a refund.

Would you like to continue?

Verify that you are canceling the correct reservation

The reservation you are canceling is for (CAMPGROUND) in the State of (STATE)

ARRIVING ON (DAY/DATE) and DEPARTING ON (DAY/DATE) in site (SITE NUMBER).

Is this correct?

If the cancellation is a "same day" or "after the arrival date" cancellation,
The system will generate a "Campground Action Request". Then...(HIT ENTER)

May I have your first name please?

Enter (the customer's first name) and then the phrase "requests to cancel their reservation". Then...(HIT ENTER).

Your reservation is cancelled.

If you paid for your reservation with a Credit Card, you should receive your refund within 7-10 days.

Pause for 3 seconds. If the customer says nothing...GO TO CLOSE

Read only if the customer asks about money order refunds

IF YOU PAID FOR YOUR RESERVATION WITH A CERTIFIED CHECK OR MONEY ORDER, OUR SYSTEM WILL CREATE A VOUCHER THAT YOU CAN USE FOR YOUR NEXT RESERVATION. THE VOUCHER WILL REMAIN EFFECTIVE FOR 1 YEAR

FROM TODAY, AFTER WHICH TIME, IF YOU HAVE NOT USED YOUR VOUCHER, WE WILL SEND YOU A CHECK FOR THE FULL AMOUNT DUE. YOUR VOUCHER CAN ONLY BE USED FOR A RESERVATION WITH YOUR CUSTOMER ID NUMBER. ARE YOU READY TO WRITE THIS NUMBER DOWN?

Your Customer ID number is (give customer ID number). PLEASE GIVE THIS NUMBER TO THE AGENT WHEN MAKING YOUR NEXT RESERVATION SO THAT YOUR VOUCHER MAY BE APPLIED.

ONLY if your customer requests an immediate refund...

If you would like, I can put in a special request for an early refund.

Put a Comment on their reservation and briefly explain the customer's request.

You should receive your refund in 6 to 8 weeks.

Would you like to make any new reservations today?

IF NO:

Our Web site is available for information and reservations at reserveUSA.com. My name is (First Name), thank you for calling.